



Information Systems Consultant

TENNCARE OVERVIEW

TennCare is Tennessee's managed care Medicaid program that provides health insurance coverage to certain groups of low-income individuals such as pregnant women, children, caretaker relatives of young children, older adults, and adults with physical disabilities. TennCare provides coverage for approximately 1.3 million Tennesseans and operates with an annual budget of approximately \$12 billion. It is run by the Division of TennCare with oversight and some funding from the Centers for Medicare and Medicaid Services (CMS).

WHY WORK AT TENNCARE?

TennCare's mission is to improve the lives of Tennesseans by providing high-quality cost-effective care. To fulfill that purpose, we equip each employee for active participation and empower teams to communicate and work collaboratively to improve organizational processes in order to make a difference in the lives of our members. Because of the positive impact TennCare has on the lives of the most vulnerable Tennesseans, TennCare employees report that their work provides them with a sense of meaning, purpose, and accomplishment. TennCare leadership understands that employees are our most valuable resource and ensures professional and leadership development are a priority for the agency.

JOB AND DEPARTMENTAL OVERVIEW

This position requires a medium to strong SQL (Structured Query Language) knowledge. This position will be responsible for Information Systems reporting, testing and documenting procedures and issues. Under general supervision, the employee will be a member of a core team responsible for systems development and operations for TennCare's information systems. The employee will work with the Business Owners, the Systems Integrators, MCO's, providers and others to ensure that all proposed changes to the production and testing environments are reviewed in terms of their ability to meet business requirements, and that their impact on service quality is minimized.

RESPONSIBILITIES

- Develop and maintain medium to high complexity programs in SQL, PL/SQL, Excel or other programming languages, for retrieving data, verifying system test and production output, and creating reports related to enrollee eligibility, financial, and/or other subsystems.
- Review low to high complexity system specifications and operations manuals to define the capabilities and deficiencies in the existing system.
- Review production output daily to ensure the system is performing according to guidelines specified by TennCare.

- Research, document, and recommend solutions for low to high complexity issues encountered in production systems or specific programs; interprets messages or outputs, and answers questions from project manager and end users when unexpected or potentially incorrect outcomes occur.
- Track and report on project status through the entire Systems Development Lifecycle (SDLC).
- Analyze low to high complexity program changes by vendors for accuracy and functionality specified by management including developing and executing code for verifying output.
- Other duties as assigned may include attending meetings, working in multiple areas as needed, and creating records for Director/Manager.

MINIMUM QUALIFICATIONS

- Superior note taking and change management documentation needed.
- Excellent interpersonal, oral, and written communication skills
- Superior data analysis and logical thinking.
- Strong organizational skills.
- Medium to strong SQL or other programming experience.

DESIRABLE QUALIFICATIONS

- 2+ years of programming experience
- Strong knowledge of SQL
- Understanding of SDLC principles
- Strong ability to multi-task

COMPENSATION

- \$54 - \$70K Salary Range

JOB LOCATION: Nashville, Tennessee

HOW TO APPLY: Qualified candidates should send their send their cover letter, resume, and answers to the screener questions below to Ricky.Harmon@tn.gov by **10/25/19**.

Information Systems Consultant Screener Questions:

1. How much experience do you have in conducting meetings with 5 to 30 participants?
 - a. Less than one year
 - b. 1- 5 years
 - c. 6 and above.

2. How much experience do you have working in a healthcare environment?
 - a. Less than 1 year
 - b. 1-5 years
 - c. 6 and above
3. How much experience do you have working with tables in an Oracle database?
 - a. Less than 1 year
 - b. 1-5 years
 - c. 6 and above
4. How much experience do you have in developing documentation for complex processes or reviewing requirements documentation?
 - a. Less than 1 year
 - b. 1-5 years
 - c. 6 and above
5. How many projects have you been involved in through the entire Systems Development Lifecycle (SDLC)?
 - a. Less than 5
 - b. 5-10
 - c. More than 10

Position Status: Executive Service

Pursuant to the State of Tennessee's Workplace Discrimination and Harassment policy, the State is firmly committed to the principle of fair and equal employment opportunities for its citizens and strives to protect the rights and opportunities of all people to seek, obtain, and hold employment without being subjected to illegal discrimination and harassment in the workplace. It is the State's policy to provide an environment free of discrimination and harassment of an individual because of that person's race, color, national origin, age (40 and over), sex, pregnancy, religion, creed, disability, veteran's status or any other category protected by state and/or federal civil rights laws.